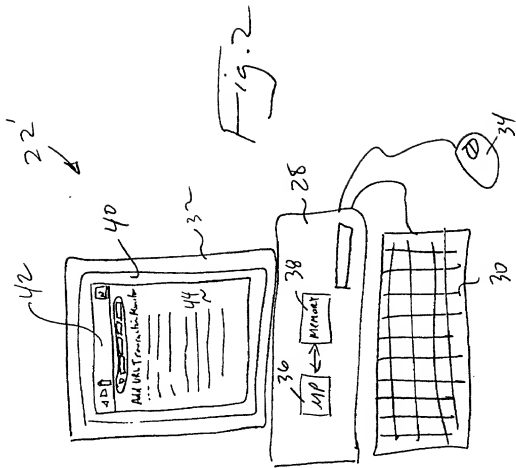
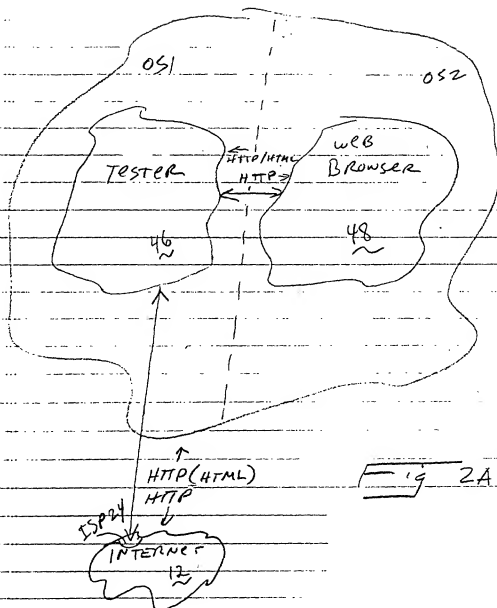


Fig. 1



09005647-071301






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Is your business-critical web site up right now?

How do you know?

If you had SiteScope and SiteSeer, not only would you know if your web site was up, you would be confident that you would be notified immediately if a problem did occur. SiteScope allows you to monitor everything from memory and disk space usage to URL and service availability. Error notification is available via e-mail, pager, and SNMP traps. SiteScope can also run recovery scripts to correct common problems. The SiteSeer service monitors your site remotely, letting you know of problems your visitors are experiencing, but you're unaware of. Together, SiteScope and SiteSeer help ensure that your site is up and running smoothly 24 hours a day, 7 days a week.

## SiteScope Software

Version 3.0 Available Now!

- 24 hour monitoring of web pages, forms, servers, and more...
- Immediate error notification via e-mail, pager, or SNMP trap
- Escalation of notification
- Automatic error recovery
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E-commerce Transaction Testing Available!

- Remote web site monitoring 24 hours a day
- Support for secure URLs
- Verification of password protected pages
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## Fresh News...

- ▶ PCToday raves about SiteScope in the work place in its February issue. [Full Story](#)
- ▶ DIGEX chooses SiteScope to monitor the world's largest dedicated server web site management facilities. [Full Story](#)
- ▶ SiteScope receives a Five Palm Tree rating from Beverly Hills Software. [Full Story](#)

"They've found an important niche from a web server administrator perspective... It's expandable and customizable; it's a fantastic product."

-- Brad Hogan, Newbridge Networks. [More customer quotes](#)

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## Search Us

To search the documents on the Freshwater Software™ Web site, enter the words you want to search for below.

Search For  ← 86

→ 88

By default, only documents containing **all** the words are found. To find documents containing any of the words, separate them with "OR". For example, 'mail OR support' to find any documents containing either of these words.

## Site Contents

### Order

- [Ordering Options](#)
- [Online Order Form](#)
- [Product Pricing](#)
- [Fax or E-mail Order Form](#)

84  
2

### Products

- [SiteScope](#)
  - [Product Overview](#)
  - [Technical Specifications](#)
  - [List of Monitors](#)
  - [Download Page](#)
  - [Order Form](#)
  - [Pricing Information](#)
  - [Live Demo](#)
  - [Product Support Options](#)
  - [SiteScope FAQ](#)
  - [SiteScope Logos](#)
  - [License Agreement](#)
- [SiteSeer](#)
  - [Product](#)

### Support

- [Online Documentation](#)
- [Software FAQ](#)
- [E-mail Support](#)

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- [Management Bios](#)
- [Employee List](#)
- [Contact Info](#)
- [Directions to our Office](#)
- [Press Releases](#)
- [Freshwater in the Press](#)
- [SiteScope Data Sheet](#)
- [Customer Quotes](#)
- [SiteScope Screen Shots](#)
- [SiteSeer Data Sheet](#)
- [Management Biographies](#)

Fig. 38



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## Search Results

Searching for: John

- [Who We Are \(Thu 5 Feb 98\)](#)  
"john" 5 (John)
- [SiteScope FAQ \(Wed 3 Jun 98\)](#)  
"john" 4 (John)
- [Freshwater Software Contact Information \(Thu 5 Feb 98\)](#)  
"john" 3 (John)
- [Chief Technical Officer \(Tue 26 May 98\)](#)  
"john" 2 (John)
- [Escalation Rules \(Fri 9 Jan 98\)](#)  
"john" 2 (John)
- [DIGEX Selects Freshwater Software's SiteScope to Enhance Reliability for its Web Site Management Customers \(Thu 5 Feb 98\)](#)  
"john" 1 (John)
- [MANAGEMENT BIOGRAPHIES \(Thu 5 Feb 98\)](#)  
"john" 1 (John)
- [Freshwater Software™ Press Release \(Fri 30 May 97\)](#)  
"john" 1 (John)
- [THE FRESHWATER SOFTWARE PRESS ROOM \(Thu 5 Feb 98\)](#)  
"john" 1 (John)
- [Freshwater Software™ Press Release \(Thu 5 Feb 98\)](#)  
"john" 1 (John)

---

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This searchable archive was implemented with the [ICE search engine](#)

Fig. 3C

09905647.071301

94

93

macromedia

Fig. 3D





Fig. 3E

94

09905647.07.1301



## Add URL Transaction Monitor

Step 1 Type  the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

Step 1 Reference  the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)

Step 2 Type  the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

Step 2 Reference  the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)

Step 3 Type  the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

Step 3 Reference  the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)

Step 4 Type  the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

Step 4 Reference  the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)

Update every  minutes amount of time between checks of a monitor

Title  title that should appear in the Monitor table (optional)

Monitor

Fig. 49

96

124  
☒ Disable

temporarily disable monitor sampling and alerting

Step 1 POST Data

126  
 Name = ABC  
 Address = DEF

optional name=value variables, one per line, to send with a POST request for this step

Step 1 Match  
 Content

Thank you for entering your name

optional text to match against content of the URL for this step

Step 1 Error If  
 Match

Invalid entry

optionally generate an error if the content of the URL for this step contains this text

Step 1  
 Authorization  
 User Name

PAUL

optional user name if the URL for this step requires authorization

Step 1 Password

SECRET

optional password if the URL for this step requires authorization

Step 2 POST Data

optional name=value variables, one per line, to send with a POST request for this step

Step 2 Match  
 Content

optional text to match against content of the URL for this step

Step 2 Error If  
 Match

optionally generate an error if the content of the URL for this step contains this text

Step 2  
 Authorization  
 User Name

optional user name if the URL for this step requires authorization

Step 2 Password

optional password if the URL for this step requires authorization

Step 3 POST Data

optional name=value variables, one per line, to send with a POST request for this step

Step 3 Match  
 Content

optional text to match against content of the URL for this step

Step 3 Error If  
 Match

optionally generate an error if the content of the URL for this step contains this text

Step 3  
 Authorization  
 User Name

optional user name if the URL for this step requires authorization

Fig. 4b

Step 3 Password

optional password if the URL for this step requires authorization

Step 4 POST Data

optional name=value variables, one per line, to send with a POST request for this step

Step 4 Match

Content

optional text to match against content of the URL for this step

Step 4 Error If

Match

optionally generate an error if the content of the URL for this step contains this text

Step 4

Authorization

User Name

optional user name if the URL for this step requires authorization

Step 4 Password

optional password if the URL for this step requires authorization

Verify Error

136 if the monitor detects an error, immediately perform the check again to verify the error.

Update every (on

errors)

 minutes ☒ 136

the amount of time between checks whenever the status of the monitor is not ok, the Update value from above is used if this is left blank

Schedule

142 every day, all day ☒ 146  
schedule for the monitor to be enabled - for example, disable Sunday from 10:00 to 14:00, if blank monitor is always enabled

Edit Schedules

Monitor

Description

additional description of monitor that appears on Monitor Detail page (optional)

Report Description

additional description of monitor that appears on Reports and in monitor popup info (optional)

Timeout

the time out, in seconds, to wait for entire sequence to complete

HTTP Proxy

optional proxy server to use including port (example: proxy.freshtech.com:8080)

Proxy Server User

Name

optional user name if the proxy server requires authorization

Proxy Server

Password

optional password if the proxy server requires authorization

List Order

 152

choose where this monitor appears in the list of monitors on the Monitor Detail page

Error if

 154

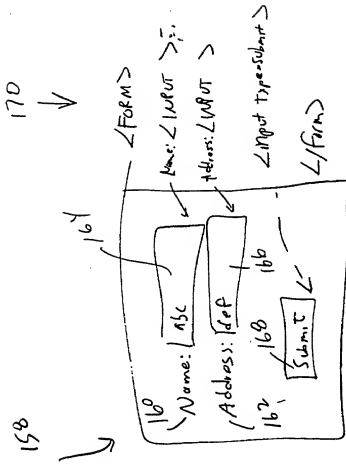
Warning if

 96

Add

Monitor

Fig. 4c



HTML

Browser

EXPLAINS "Forms"

Fig. 5

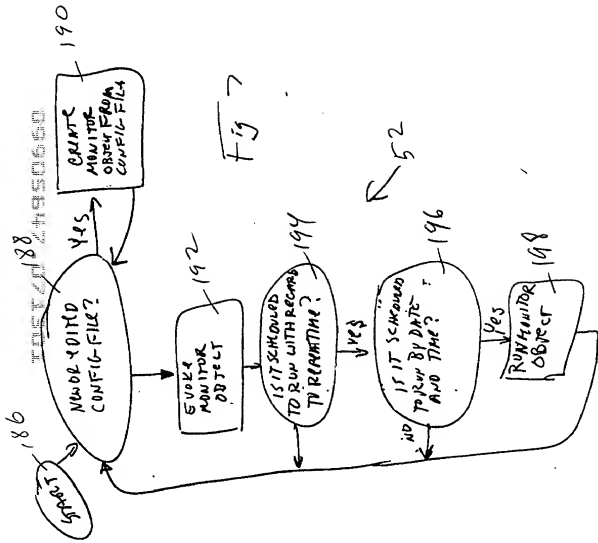
example.mg

Fig-6

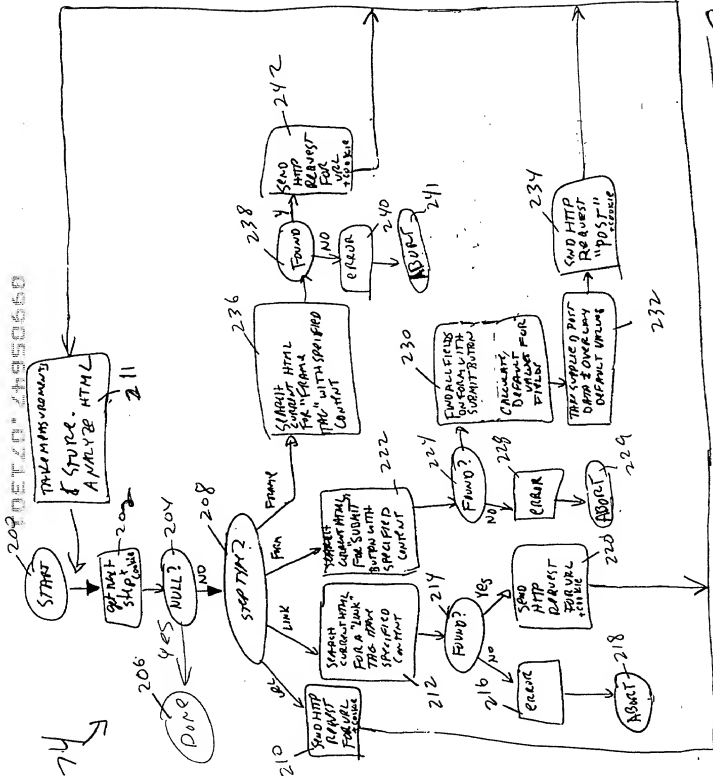
174  
↓  
\_id=1  
\_class=URLSequenceMonitor  
\_name=URL Transaction: http://www.freshtech.com  
\_description=  
\_monitorDescription=Example transaction of 5 steps  
\_frequency=600  
\_timeout=60  
\_errorFrequency=120  
\_disabled=false  
\_verifyError=false  
\_proxy=  
\_proxyusername=  
\_proxypassword=  
\_schedule=  
176 { \_referenceType1=url  
\_reference1=http://www.freshtech.com  
\_errorContent1=Not Found  
\_username1=  
\_password1=  
\_content1=  
178 { \_referenceType2=link  
\_reference2=SEARCH  
\_errorContent2=  
\_username2=  
\_password2=  
\_content2=  
180 { \_referenceType3=form  
\_reference3=Find Documents  
\_postData3=KEYWORDS=John  
\_content3=Officer  
\_errorContent3=  
\_username3=  
\_password3=  
182 { \_referenceType4=url  
\_reference4=http://www.macromedia.com/index.html  
\_errorContent4=  
\_username4=  
\_password4=  
\_content4=  
184 { \_referenceType5=frame  
\_reference5=mm\_nav  
\_errorContent5=  
\_username5=  
\_password5=  
\_content5=

172

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74





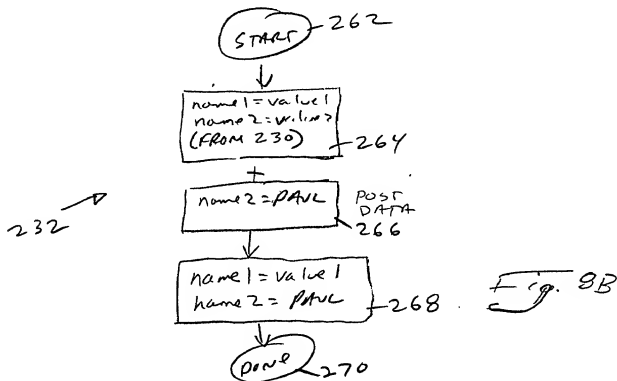
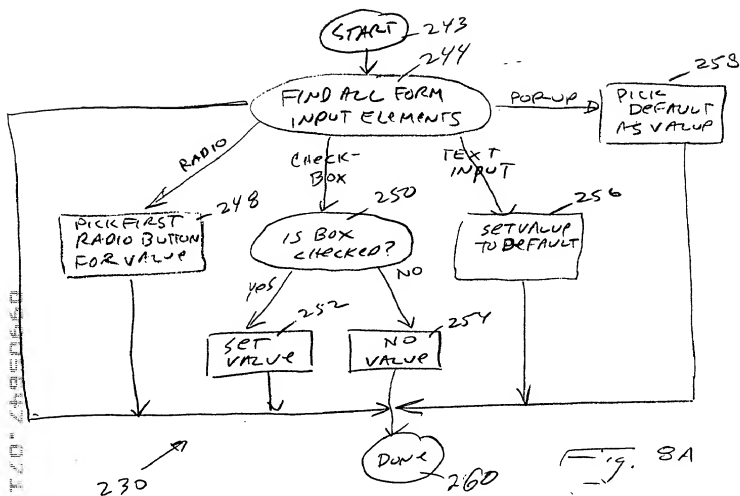
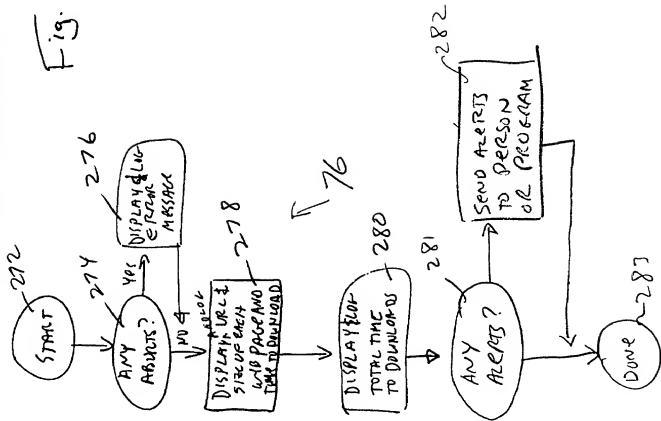
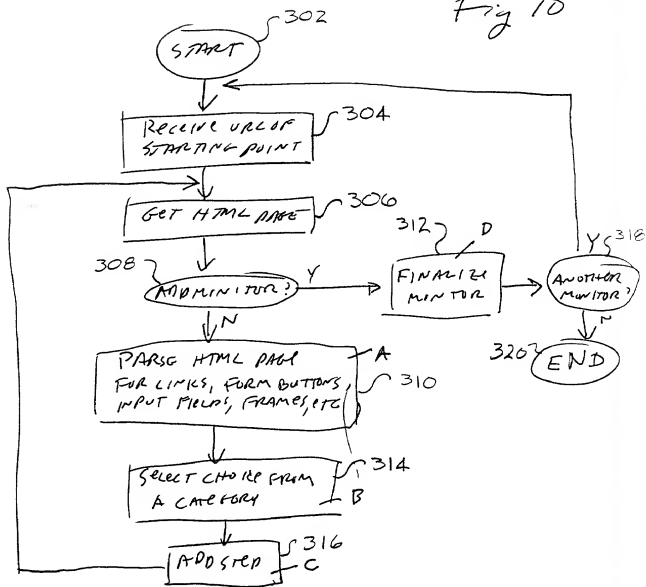


Fig. 9



300 →

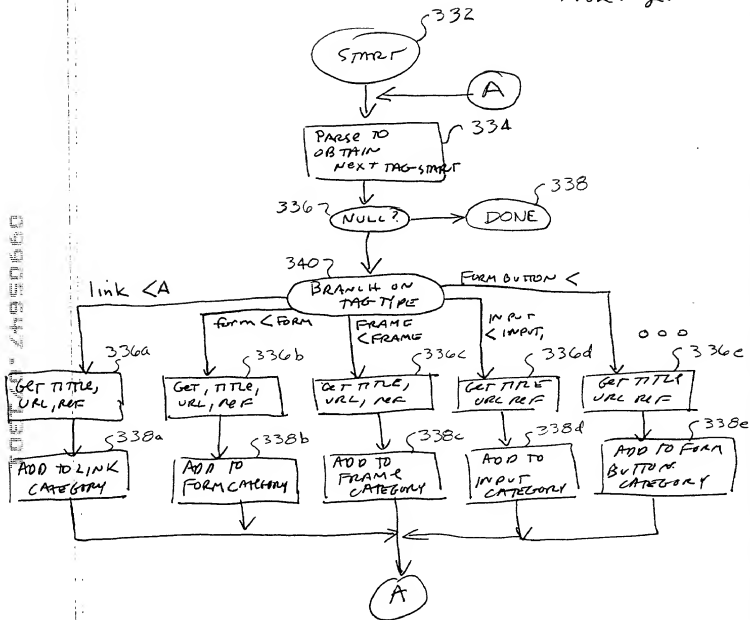
Fig 10



03905647.071302

330

Fig 10A  
A on Fig 10





## Add URL Transaction Monitor

Step 1 url <http://www.freshtech.com>  
ok, 0.19 sec

Step 2 Select which option to use for the next step in the transaction

☒ PRODUCTS

This is a list of available links on this page

☒ </index-cgi/ice-form.pl> Search

This is a list of available Submit buttons on this page, the format is {FormName}ButtonName

☐ </index-cgi/ice-form.pl> KEYWORDS=

☐ </index-cgi/ice-form.pl> DAYS=

☐ </index-cgi/ice-form.pl> THESAURUS=

☐ </index-cgi/ice-form.pl> SUBSTRING=substring

This is a list of available input items on this page, the format is {FormName}InputName

☒ <http://>

Example: <http://demo.freshtech.com>

Choose **Back** to go back to the previous step in the transaction

Choose **Add Step** to add this step and go on to the next step in the transaction

Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every  minutes

Title

Advanced Settings



## Add URL Transaction Monitor

Step 1 url <http://www.freshtech.com>

Step 2 link PRODUCTS

ok, 0.80 sec

Step 3 Select which option to use for the next step in the transaction

☐ <B>SiteScope&#153;</b> 352

This is a list of available links on this page

☒ (/index-cgi/ice-form.pl)Search 354

This is a list of available Submit buttons on this page, the format is {FormName}ButtonName

|   |     |
|---|-----|
| (/index-cgi/ice-form.pl)KEYWORDS=John       | 356 |
| (/index-cgi/ice-form.pl)DAYS=               |     |
| (/index-cgi/ice-form.pl)THESAURUS=          |     |
| (/index-cgi/ice-form.pl)SUBSTRING=substring |     |

This is a list of available input items on this page, the format is {FormName}InputName

☐ http://  
Example: <http://demo.freshtech.com>

350 →

Back 1 Step

Add Step 360

Add Monitor 362

Choose **Back** to go back to the previous step in the transaction

Choose **Add Step** to add this step and go on to the next step in the transaction

Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every 10 minutes

Title

Advanced Settings

Fig 10c



## Add URL Transaction Monitor

Step 1 url <http://www.freshtech.com>

Step 2 link PRODUCTS

Step 3 form Search

KEYWORDS=John  
ok, 1.18 sec

Step 4 Select which option to use for the next step in the transaction

☐ <>The Freshwater Software Team</>

This is a list of available links on this page

☒ <http://www.macromedia.com/index.html>

Example: <http://demo.freshtech.com>

358 → Back 1 Step

Add Step

Add Monitor

Choose **Back** to go back to the previous step in the transaction

Choose **Add Step** to add this step and go on to the next step in the transaction

Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every  minutes

Title

### Advanced Settings

☐ Disable

temporarily disable monitor sampling and alerting

Fig 10d



## Add URL Transaction Monitor

Step 1 url <http://www.freshtech.com>

Step 2 link PRODUCTS

Step 3 form Search

KEYWORDS=John

Step 4 url <http://www.macromedia.com/index.html>  
ok, 1.54 sec

Step 5 Select which option to use for the next step in the transaction

☐ Microsoft Internet Explorer ← 352

This is a list of available links on this page

☒ contents ← 364  
This is a list of available frames on this page

☐ http:// ← 357

Example: <http://demo.freshtech.com> ← 360

358 →

← 360

← 362

Choose **Back** to go back to the previous step in the transaction

Choose **Add Step** to add this step and go on to the next step in the transaction

Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every  minutes

Title

Fig 102

Advanced Settings





## Add URL Transaction Monitor

400

Step 1 url http://www.freshtech.com

Step 2 link PRODUCTS

Step 3 form Search  
KEYWORDS=John

Step 4 url http://www.macromedia.com/index.html

Step 5 frame contents  
ok, 2.51 sec

Step 6 Select which option to use for the next step in the transaction

☐ 

This is a list of available links on this page

☐ http://

Example: http://demo.freshtech.com

358

Back to Step

Add Step

Add Monitor

Choose **Back** to go back to the previous step in the transaction

Choose **Add Step** to add this step and go on to the next step in the transaction

Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every 10 minutes

Title

Fig 10F

### Advanced Settings



410

# Monitors in the "URLs" Group

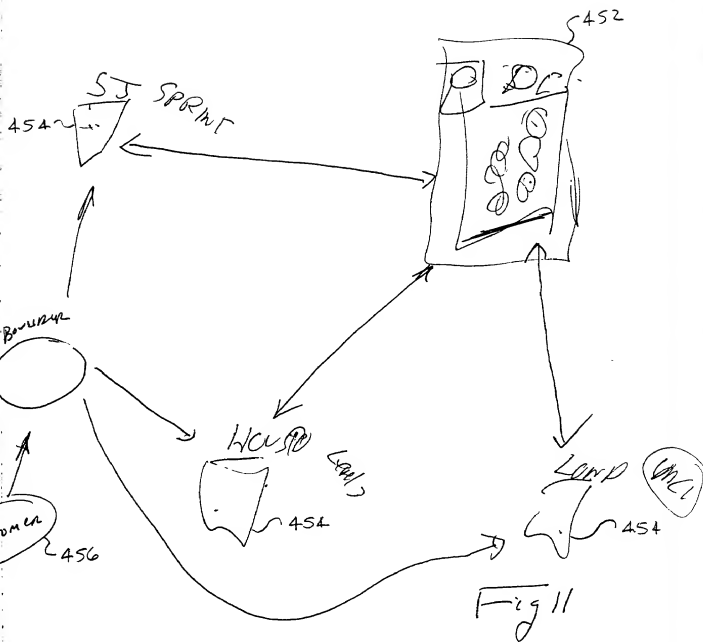
| Gauge | Status                       | Name  | More                  | Edit                 | Refresh                 | Updated            | Del |
|-------|------------------------------|---|-----------------------|----------------------|-------------------------|--------------------|-----|
|       | 2.08 sec, 5 steps, 35K total | URL Transaction:<br><a href="http://www.freshtech.com">http://www.freshtech.com</a> | <a href="#">Tools</a> | <a href="#">Edit</a> | <a href="#">Refresh</a> | 3:26 pm<br>11/2/99 | X   |

File 109

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0990647.071301  
100720.749060

450



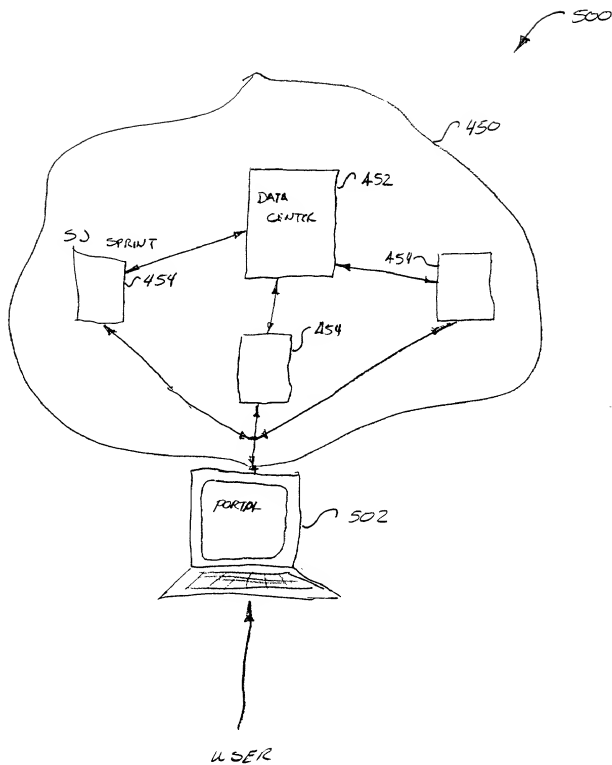
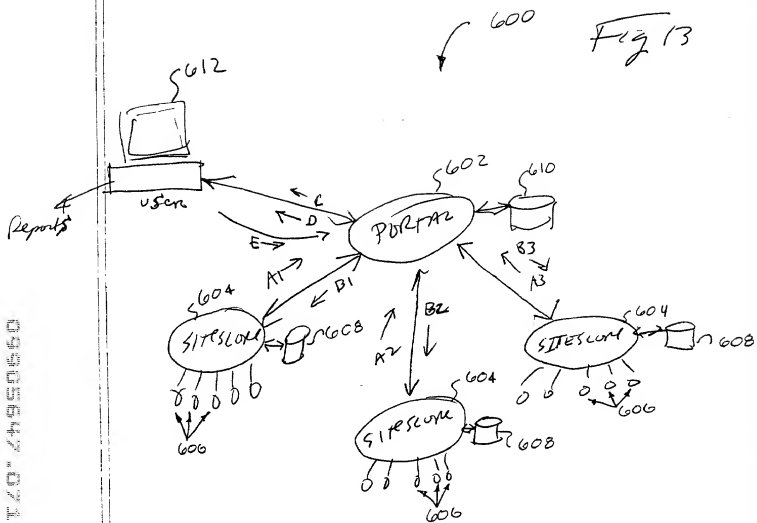


FIG 12



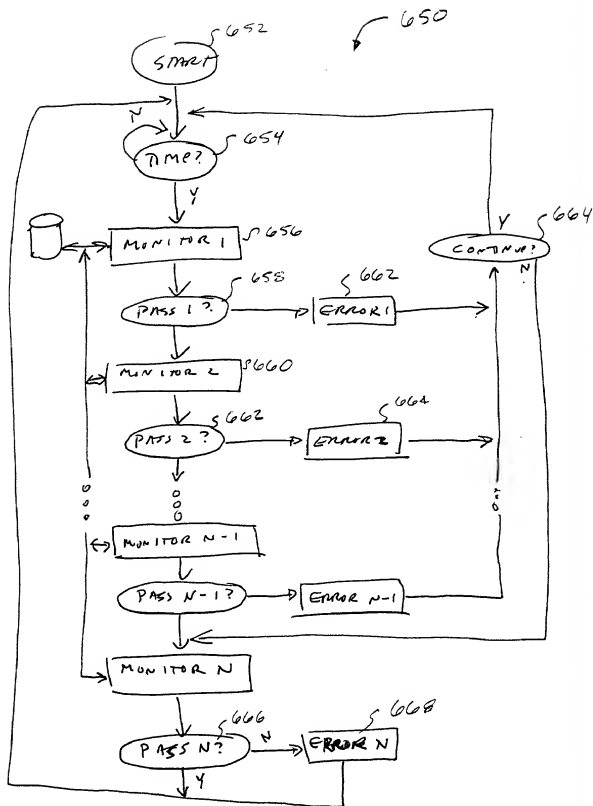


Fig 14

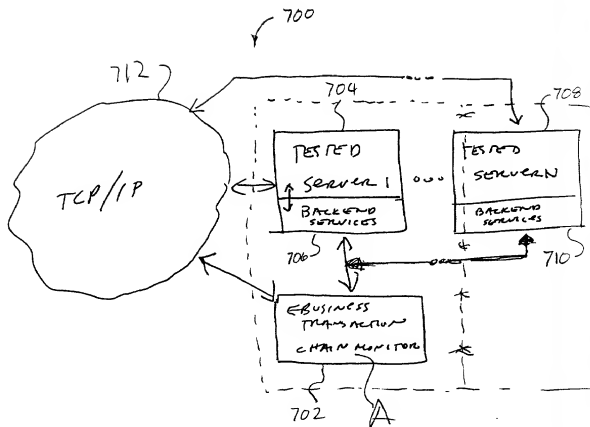


Fig 15

## Add Composite Monitor

752

(A) 754

Items

|  |
|--|
| test   |
| test: Transaction: Place order using ordering web site   |
| test: Database: Confirm in orders database               |
| test: Transaction: look for order in account web site    |
| test: Script: check order in legacy system               |
| test: Mail: Receive Confirmation Email                   |
| test: Transaction: check shipping detail on UPS web site |

(1)

select one or more groups and/or monitors that will be checked

Update every 10 minutes 756  
amount of time between checks of a monitor

Title  
title that should appear in the Monitor table (optional)

Add Monitor

### Advanced Options

☐ Disable  
temporarily disable monitor sampling and alerting

☒ Run Monitors  
Run each monitor before checking.

☐ Single Session  
Run all monitors in a single session - if this box is checked then URL monitors use the same set of cookies and the same connection to the server.

Monitor 0

Delay  
If running each monitor, delay in seconds between monitors

☐ Check All Monitors in Group(s)  
By default, a group is counted as a single item when checking status. If this box is checked, all of the monitors in selected groups (and their subgroups) are checked and counted towards the totals.

☐ Verify Error  
if the monitor detects an error, immediately perform the check again to verify the error.

Fig 16A



Update every  minutes   
(on errors) the amount of time between checks whenever the status of the monitor is not ok, the Update value from above is used if this is left blank

Schedule  every day, all day   
schedule for the monitor to be enabled - for example, disable Sunday from 10:00 to 14:00, if blank monitor is always enabled

Edit Schedules

Monitor   
Description additional description of monitor that appears on Monitor Detail page (optional)

Report   
Description additional description of monitor that appears on Reports and in monitor popup info (optional)

List Order  last   
choose where this monitor appears in the list of monitors on the Monitor Detail page

Error if  itemsInError > 0 (default)  >

Warning if  itemsInWarning > 0 (default)  >

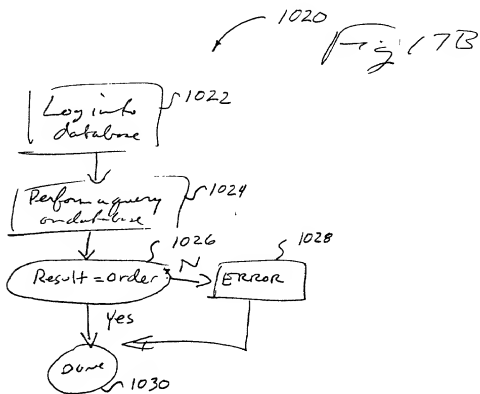
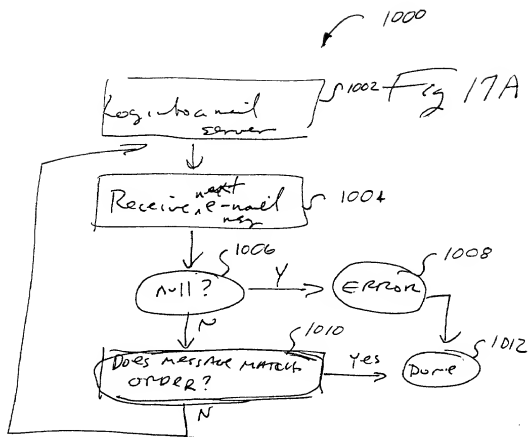
Good if  always (default)  >=

Monitor



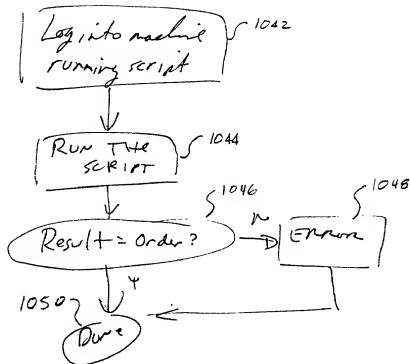
SiteScope 4.6 c1, © Copyright 1996-99 by Freshwater Software, Inc., Boulder, Colorado. All rights reserved.

Fig 16B



1040

Fig 17c



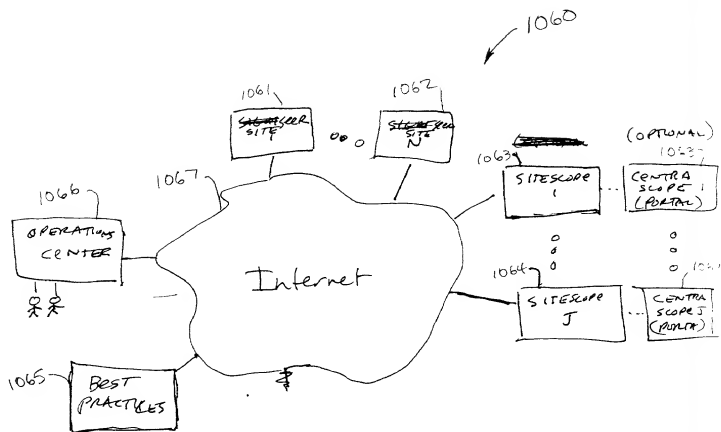
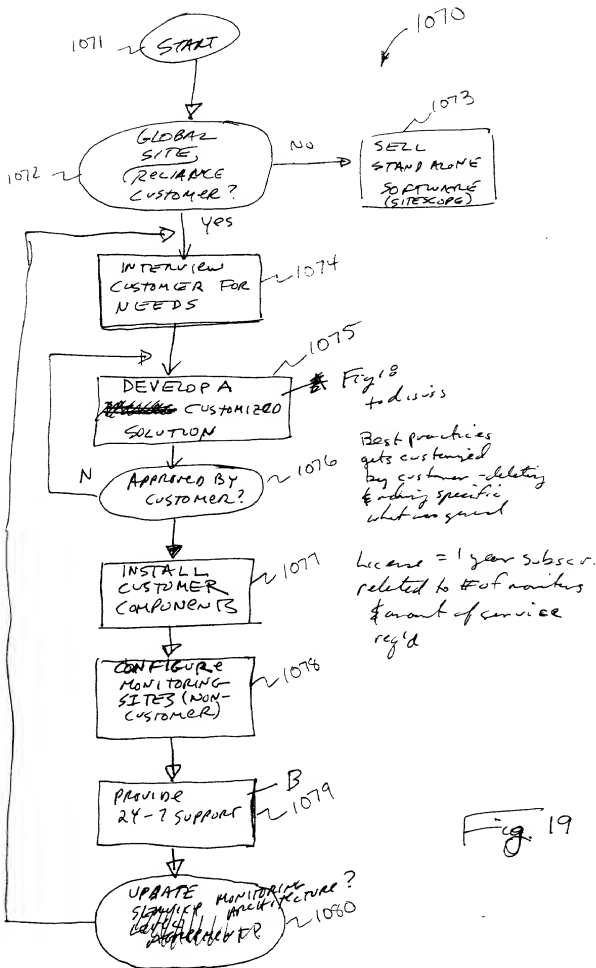


Fig. 18

BUSINESS METHODS

FIG. 18



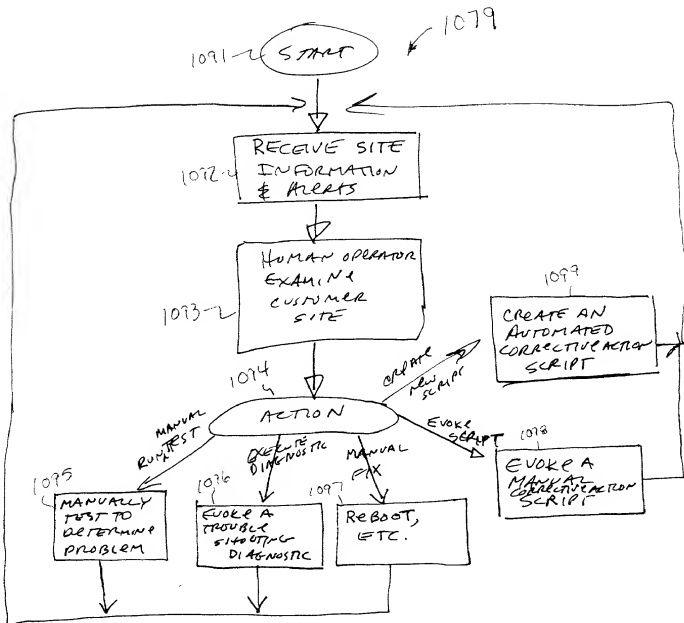


Fig. 30